

Types of Presentations in This Report

Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report: a summary table, bar graphs, and survey results.

Summary Table

The table in the Summary Results section provides a quick look at how Healthy Options plans compare to the statewide aggregate of all plans on each of the five composites and four overall satisfaction ratings. As described previously, the stars in this table illustrate statistically significant differences from the aggregate of all Healthy Options plans.

Bar Graphs

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A big problem/A small problem/Not a problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items were re-coded into three categories so that the formats of the data entered into the significance tests were consistent across all questions.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for all plans. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that had fewer than 85 responses were included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher star rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case-mix adjustments (see “Case-Mix”) are taken into account when computing stars, but not bar graphs.

Survey Results

This report presents respondent data for the Healthy Options adult population. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of the participating health plans and the aggregate of all plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up the composite.